

**Ryan White Part A Program
Serving the Middlesex, Somerset, Hunterdon
Transitional Grant Area**

**Housing Service Standards
Ryan White HIV/AIDS Treatment Extension Act of 2009**

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Prepared by

**Service Standards and Integrated Care Plan Committee of the
Middlesex-Hunterdon-Somerset HIV Health Services Planning Council**

Housing Services Definition:

Housing services are short-term assistance to support emergency, temporary, or transitional housing to enable an individual or family to gain or maintain medical care. Housing-related referral services include assessment, search, placement, advocacy, and the fees associated with them.

Eligible housing can include both housing that provides some type of medical or supportive services, such as residential substance abuse or mental health services, residential foster care, or assisted living residential services and housing that does not provide direct medical or supportive services but is essential for an individual or family to gain or maintain access to and compliance with HIV-related medical care and treatment. (Updated 2016)

HUD definition of homeless

At risk of being homeless is defined as:

1. When an individual self identifies as needing assistance with housing budgets OR
2. Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the “homeless” definition; AND (iii) Meets one of the following conditions:
 - (A) Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application for assistance; OR
 - (B) Is living in the home of another because of economic hardship; OR
 - (C) Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance;

(US Dept. of Health and Human Services, Health Resources and Services Administration, (HRSA), HIV/AIDS Bureau (HAB) 2009 Ryan White HIV/AIDS Treatment Modernization Act of 2006)

Agency Service Standards (Housing Services)

Table 1. Agency Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
1.1	Definition of services	Agency has description of services on file.	100% of agencies will define services they provide.
1.2	Licensure	Agency has current licenses on file from appropriate licensing agency.	100% of agencies are licensed and accredited by appropriate state/federal agencies.
1.3	Hours of operation	Agency has documentation of operating hours on file.	Staff is available to answer incoming calls during agency's normal operating hours. If client calls within operating hours, staff will respond within one business day or the first business day after a weekend or holiday.
1.4	Emergency services	Agency has policy on file outlining emergency service procedures related to the service they provide.	100% of agencies will have policies in place to handle emergencies/crises that occur outside of normal operating hours.
1.5	Special service needs	Agency complies with Americans Disabilities Act (ADA).	100% of agencies have policies to respond to special needs clients.
1.6	Cultural/ Linguistic diversity	Agency has written policy on file including process for language translation.	100% of agencies have policies in place for responding to cultural and linguistic diversity (including translation services).
1.7	Consumer Referrals	Agency has written referral policy on file. Agency uses CAREWare internal referral process. Agency will link completed referral in CAREWare.	100% of agencies will have a mechanism to ensure that referrals are entered in CAREWare to ensure cross provider communication.
1.8	Linkage Agreements	Agency has written policy for establishing linkage agreements and record of linkage agreements on file.	100% of agencies will develop and maintain linkages with primary health care, support and other service providers.
1.9	Provider communication	Agency has written policies on file that allow for communication between different programs. Documentation of consent is required.	100% of providers document communication regarding patient care (HRSA funded services and others.)

Table 1. Agency Related Issues

Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
1.10	Policies and procedures	Agency has written staff policies on file.	100% of agencies have written policies for staff which include (but are not limited to): <ul style="list-style-type: none"> • Agency policy and procedures • Agency has a description of the Ryan White Treatment Extension Act of 2009 • Standards of professional behavior • Compliance with the Health Insurance Portability and Accountability Act [PL 104-191] • Client confidentiality • Release of information • Communication about agency issues • Health and safety procedures including universal precautions
1.11	Grievance policy	Agency has grievance policy on file and available to clients.	100% of agencies have grievance policies and procedures available to clients.
1.12	Staff evaluation	Agencies have procedures in place to evaluate staff.	100% of agencies have evaluation procedures on file. 100% of agency staff has a working knowledge of evaluation procedures. 100% of agency staff receive an annual performance evaluation.
1.13	Quality management	Agencies have procedures in place to evaluate the quality and effectiveness of housing on an ongoing basis.	100% of agency has written procedures on file to evaluate housing services. Agency participates fully in TGA Quality Management activities including data and chart review processes.
1.14	CAREWare data collection	Monthly reports are sent to grantee and are available on request. CAREWare is used to ensure data is collected in a uniform manner.	100% of agencies regularly update client information, needs assessment, client progress and care and client referrals and other services provided and share monthly reports with grantee.
1.15	Planning Council attendance	Agency representatives must attend monthly Planning Council meeting.	Agency must attend 75% of monthly Planning Council meetings.

Staff Service Standards (Housing Services)

Table 2. Staff Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
2.1	Staff hiring	All staff will have necessary skills and experience determined by <ul style="list-style-type: none"> • Written application • Resume • References • Personal interview 	Application, resume, and communication with personal references are documented in personnel files.
2.2a	Staff qualifications (rental assistance)	All staff have a diploma, certificate or license (in related field) or experience documented in personnel file.	100% of staff possesses a diploma, certificate or license (if appropriate) or experience documented in personnel file.
2.2b	Staff qualifications (housing coordination)	All staff have the following credentials: <ul style="list-style-type: none"> • Bachelor's degree in social work, sociology, or a related field • 2+ years of housing coordination experience • Participation in county/community housing related meetings and events • Training in "Truth in Renting" 	100% of staff possesses the education and experience documented in personnel file.
2.3	Staff job descriptions	All staff will be given a written job description. The job description includes the definition of housing services.	100% of staff has job description and service standard documented in personnel file.
2.4	Staff training	All staff are trained and knowledgeable on: <ul style="list-style-type: none"> • HIV/AIDS and the affected tri county community including disease process, co-morbidities and psychosocial effects of the disease. • Cultural sensitivity • Entitlement programs, benefits to clients, and community resources/support services • Client confidentiality, client rights, agency grievance procedures • Local housing resources and support services covering all three counties 	100% personnel files document training.

Table 2. Staff Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
2.5	Staff continuing education	<p>All staff has the opportunity to take advantage of continuing education training that is available and appropriate.</p> <p>Staff attends at least one in-service or specialized training a year on topics related to their position.</p>	100% personnel files document training.
2.6	Staff supervision	<p>All supervisors are knowledgeable about RW HIV psychosocial support services and procedures including fiscal and program.</p> <p>All staff will receive (at minimum) one hour supervision per week to develop skills.</p>	<p>100% of supervisors are knowledgeable about RW program.</p> <p>Supervision is documented in personnel file.</p>
2.7	Policies and procedures	Signed form is documented in personnel file.	100% of staff agrees to follow agency policies and procedures.
2.8	Staff evaluation	Staff evaluations are documented in personnel files.	100% of staff is evaluated on their performance annually.
2.9	Documentation	All staff will keep written documents of contact with clients in accordance with RW data collection procedures.	100% of all contacts are documented in client files.

Client Service Standards (Housing Services)

Table 3. Client Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
3.1	Eligibility	<p>In order to be eligible for services, individuals must meet the following:</p> <ul style="list-style-type: none"> • HIV+ • Residing or receiving services in the Middlesex, Somerset, Hunterdon TGA • Income at or below 80 percent of area median income (HUD, 2014) • Client is homeless or is in at risk of being homeless. • Client must be 18 years of age. 	100% of clients have eligibility documentation in their file.
3.2	Intake	<p>Each client has a formal assessment completed within (30) days of initial visit which addresses the following content:</p> <ul style="list-style-type: none"> • Housing history • ADA needs • Household composition • Employment, financial status and/or income sources • Credit history • Legal issues • Medical diagnoses and client acuity • Mental health diagnoses • Substance use or abuse • Medication adherence and access to primary care • Need for help in filling out forms and getting on wait lists • Need for enhanced services 	90% of clients have an intake documented in their file.
3.3	Linkage to temporary emergency shelter	Housing coordinator will link client to temporary emergency shelter when a client is homeless and all other housing resources have been exhausted.	100% of client charts have documentation of efforts to link consumer to existing programs.
3.4	Provide access to temporary emergency shelter	<p>Shelter is provided for 2 nights maximum while consumer is referred to existing housing programs.</p> <ul style="list-style-type: none"> • Number of nights • Date check provided • Amount of check • Who the check is written to 	100% of client charts have documentation of shelter payment details.
3.5	Budgeting counseling	Review management of monthly expenses and monthly income for rental assistance and housing coordination.	100% of client charts have documentation of budget counseling.

Table 3. Client Related Issues			
Policy Number	Activity/Issue	Minimum Acceptable Threshold of Service	Accountability Mechanism
3.6	Housing coordination	Provide direct housing options counseling and coordination of housing resources. <ul style="list-style-type: none"> • Assist clients to determine housing options • Assist with housing applications • Assist with background and credit checks • Request client provide utilities payment history • Provide rental and lease education 	100% of client charts have documentation of housing options counseling and coordination of housing resources.
3.7a	Linkage	Housing coordinator will assist consumers in finding affordable housing through direct assistance and referral. Housing coordinator will link clients with existing programs such as: <ul style="list-style-type: none"> • 211 • Home Share • Subsidized housing 	100% of client charts have documentation of direct service or linkage to housing services.
3.7b	Linkage	Housing coordinator will coordinate services with the consumer's Ryan White case manager to ensure completion of referral process.	100% of client charts have documentation of coordination.
3.8	Housing education	Housing coordinator will link clients with existing programs or provide workshops on topics such as: <ul style="list-style-type: none"> • Good tenancy • Budgeting • Landlord requirements (Truth in Renting) • Roommate education • Other housing related topics as needed 	80% of client charts have documentation of housing education.